**Remote Environment Student Support Guide  
for Faculty and Staff**

This guide is to be used in conjunction with the [Red Folder](https://www.studentincrisis.ucla.edu/Portals/36/Documents/redfolder.pdf), which can be viewed at www.studentincrisis.ucla.edu. Please read the content in the Folder as a foundation for the supplemental information included in this resource for managing distressing situations in the remote environment. For guidance on how to adjust your teaching practices to adapt to distance learning, we encourage you to visit the Center for Advancement of Teaching’s, [Student Resources for Remote Learning](https://www.teaching.ucla.edu/resources/student-remote-learning) webpage.

**How to address a distressing student situation or emergency in the remote environment**

Obtain the student’s contact information and location: Students may not update their current contact information in the remote setting. UCLA may need to urgently collaborate with county resources local to the student if there is an emergency. If you are in communication with a student in distress, please ask them:

1. Where they are currently located and/or the address of their residence; and,
2. Their phone number in case you get disconnected.

When to call 911:

1. In case of an emergency, if there is an imminent risk of harm to self or others, please call 911.
2. If necessary, please call 911 to ask police to conduct a welfare check. Be prepared to provide the address or building name for the subject of the welfare check. It is best for the person with direct knowledge of the situation initiate this process.

When to call UCPD:

You may call the **UCPD 24-hour dispatch line** for a welfare check if the student lives in UCLA campus housing or the surrounding UCLA neighborhood at (310) 825-1491 (24/7).

When to submit a report to Case Management Services

Case Managers assist students who are in distress or have caused disruption within the campus community. You’ll find examples of these scenarios in the Red Folder. These staff members work with students to address the complexities students face and help them make a plan to overcome these challenges. Please submit an online report to Case Management Servicesat <https://www.studentincrisis.ucla.edu/>. You may also call (310) 825-7291 to consult with a Case Manager. This office receives and responds to reports during normal business hours.

**Responding to individuals who have disclosed a diagnosis of COVID-19**

If a Bruin has shared that they have tested positive for COVID-19 in the last 14 days, have symptoms of COVID-19, or had close contact with someone diagnosed with COVID-19, direct them to call the Ashe COVID-19 Hotline at (310) 206-6217 to speak to a medical provider about the need for testing and quarantine/isolation. Staff/faculty meeting those mentioned criteria are directed to call (310) 267-3300.